Making the Most of Your QMS

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Outline

• Definitions
• Quality policy
• QMS components
• Benefits
• Measuring quality
• Corrective action / RCA
• Improvement
New message

22333

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Quality - Defined

• Subjective
• How good...or bad...something is
• Degree of excellence
• “Fitness for use” – Joseph Juran
• “Conformance to requirements” – Philip Crosby
QMS - Defined

• ASQ: A formalized system that documents the structure, responsibilities and procedures required to achieve effective quality management.

• A systematic way of doing business.
Quality Policy

- QMS backbone
  - What does quality mean to YOU?
  - How will you achieve it?
  - Measure & track expected results
  - Align key processes
PACT

• Professional
• Accurate
• Competent
• Timely
Three QMS Components

1. SAY What You DO
   1. Document key procedures
   2. DO What You SAY
   3. PROVE IT!
      1. Follow procedures
      2. Maintain records

QM
Make It Work For YOU

• What’s important to YOU?
  – Key processes
  – Infrequently used/complex processes
  – Avoid over-documenting

• Requirements too
  – ISO, ASTM, AASHTO, state, county, city, specifiers, ABs

• Get buy-in
Where Things Go Wrong

• Info
  – doesn’t exist
  – isn’t complete
  – isn’t accurate
  – isn’t current
Benefits

• Increased efficiency
  – Time management
  – Resources

• Sustainability
  – New employees
  – New positions
More Benefits

• Improved consistency
  – Clear guidelines
  – No guesswork
  – Infrequently used processes

• Boost employee morale
  – Define roles/responsibilities & effect on quality
  – Knowledge, motivation, satisfaction
Still More Benefits!

• Improved customer satisfaction
  – $\uparrow$ efficiency + $\uparrow$ consistency = 😊

• Process improvement
  – Focus on continual improvement
  – Built-in systems
    • Internal audit
    • Corrective/preventive action, RCA
Over the Years...

- Miscommunication
- Inconsistencies
- Wasted resources
- Improved documentation
- Better time management
- Defined rules
- No guesswork
Make Your QMS Count

• Of value?
• Too vague?
• Cross-check info
  – Bad process? Don’t document it!
• Can an outsider follow it?
It’s Alive!

- “Living” system
- Keep it current – things change
- Review processes
- Maintain records
- Tweak goals
Measuring Quality

• Measurable goals?
  – 16 in PACT
Measuring Quality - Customers

• Listen to your customers!
  – Maintain an average rating of at least 9.0 for Assessors' technical knowledge, thoroughness of assessment, and communication of assessment findings on LAP evaluations
Measuring Quality - Audits

- Internal audits
  - Find problems...before someone else does
  - Implementation
  - Can you do it better?
  - Provide 100% of proficiency sample reports to customers within 15 days of the sample closing date
Measuring Quality - Management

• Management reviews
  – Big picture
  – How did you do...and where are you going?
  – Were all goals met?
  – Is QMS effective?
    • No? Maybe it’s time for a...change!
When Things Go Wrong

• Corrective action
  – Investigate
  – Avoid blame
  – Immediate fix?
  – RCA
Root Cause Analysis

Five Whys – Jefferson Memorial deterioration

↑ Wash → Bird droppings → Spiders → Insects → Lights

Turn lights on 1 hour later = 90% reduction

• Frustration
• Reactive to proactive (tune-up)
Continual Improvement

• Optimize operations
• Cut costs / improve customer satisfaction
• Focus on systems, don’t play blame game
Sharpen the Saw

• “You have to change something in order to improve.” –Tracy Barnhart
Summary

• Well-documented & effective QMS =
  – Requirements met
  – ↑ efficiency & consistency
  – Instill confidence
  – Complete customer satisfaction!
Questions?

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